



Management Staff

Helen Lopez
Executive Director

Rosa Hidalgo
Registry Manager

Myette Christian
Training Coordinator

Sean Jara
Benefits Coordinator

Nidia Lozoya
Fiscal Assistant

Registry Specialists & Their Areas

Mary Ann McAllister
Victorville

Rhonda Henriksen
Barstow
(Pending)
Ontario

Marisol Vizcarra
San Bernardino

Anna Carnaval
Fontana

Miriam Estrada
Joshua Tree & Moutains

Registry Office Assistants & Areas

Alexandra Acosta
Ontario

Marisela Rios
Yucca Valley & Barstow

Haydee Duncan
San Bernardino & Mountains

Priscilla Contreras
Victorville

(Pending)
Fontana & Rialto

Health Benefits Unit & Specialists

Jamie Naughton
Worker Comp/Health Benefits
(IEHP ONLY)

Shanna Miller
Income & Employment Verification

Training

Suzanna Wells
Training Clerk



Helen Lopez,
Executive Director

November was designated as National Home Care Month,

and the week of November 5th to 11th was California's In-Home Supportive Services Home Care Recognition Week. In concert with these national and Statewide recognitions, the San Bernardino County Public Authority and San Bernardino County Board of Supervisors, by unanimous vote, proclaimed the second week in November as IN-HOME SUPPORTIVE SERVICES CAREGIVER RECOGNITION WEEK.

On November 7th, the Department of Aging and adult Services (DAAS), and the IHSS Public Authority received a proclamation for the County on behalf of the over 20,030 In-Home Supportive Services (IHSS) caregivers that provided over 16,648,073 hours of care for the elderly and disabled of San Bernardino County.

In addition, Certificates of Recognition were presented to three of our own caregivers at the Board of Supervisors meeting.

We at the Public Authority want to take this opportunity to let all of our caregivers know that, even though we could not give each of you an individual certificate, we appreciate all you do for the citizens of our County.

When we asked the recipient of one of the certificate receivers to make a comment about her caregiver, this is what we were told:

"I could not get along without Yvetta, because I am disabled and cannot walk very well. She helps me walk and makes sure that I don't fall. Yvetta is wonderful, she takes charge of what she's doing. She has no faults."

Thanks to all of you, Caregivers, for all that you do, and...

Merry
Christmas

Public Authority Celebrates National Family Caregivers Appreciation Month 2006!

To Celebrate National Caregivers appreciation Month the Public Authority, in collaboration with the IHSS Advisory Committee, hosted a special Open House Celebration!!! The San Bernardino County IHSS Public Authority invited all IHSS caregivers and Registry providers to stop by for refreshments and networking. The Celebration was a success. Providers received caregiver information and the opportunity to win door prizes.

During National Caregiver Appreciation Month and every day, the National Family Caregivers Association (NFCA) encourages family caregivers to take three steps to make their lives easier, improve care and raise awareness about the issues that caregivers face. The 2006 NFCA's caring every day message is:

Believe in Yourself

Protect Your Health

Reach Out for Help

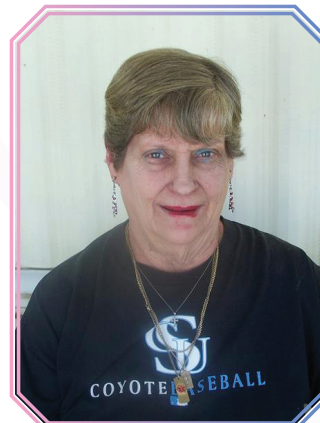
The San Bernardino County Board of Supervisors proclaimed the 2nd week of November as In Home Supportive Services Caregiver Recognition week. As a way of getting IHSS clients involved, we asked clients to share how much they appreciate their caregiver. We have displayed some of the statements with photos on the inside of the newsletter.

We would like to thank everyone who participated in making National Caregiver Appreciation Month a success and look forward to doing it again in 2007.



"Darlene is extremely kind and has a very sweet spirit. It's nice to have a sweet face and kind voice around. It really goes a long way. We get along famously. I wish I had more of her time. I love her."

~ Ruth Kelly of Morongo Valley (Consumer)
~ Darlene (Provider)



"Katalin is very good. She helps me with my house. We are good friends. I'm glad she's here with me."

~Shirley of Yucaipa (Consumer-left)
~Katalin (Provider-right)



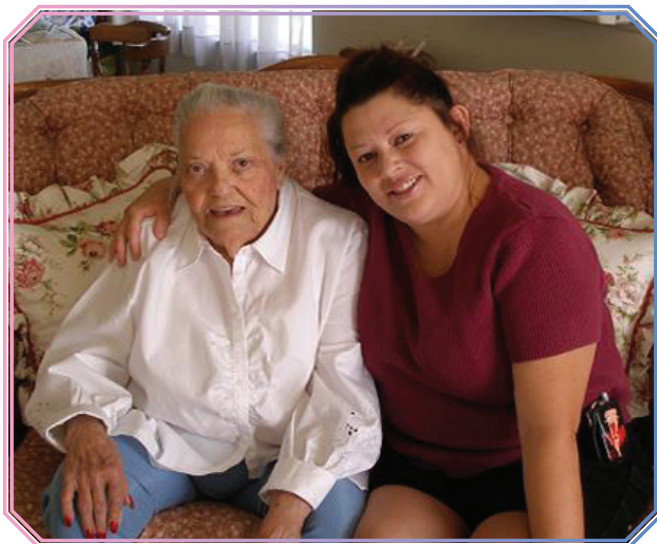
"I love the Public Authority program. The Public Authority referred Juanita to me. I am 76 years old and she makes sure I have food to eat everyday. She takes care of everything."

~Wanda of Redlands (Consumer)
~Juanita (Provider)



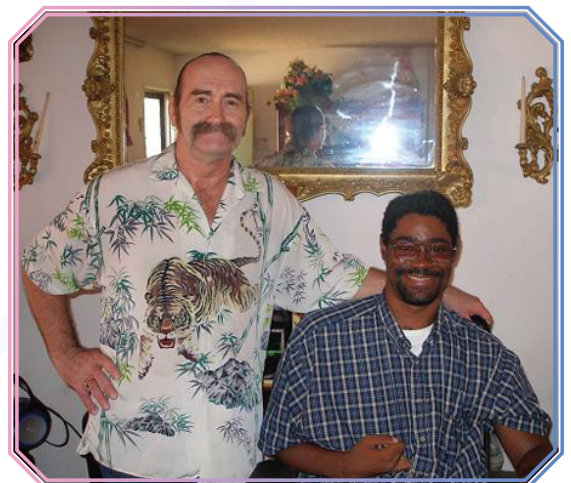
"Diana helps me out a lot. She takes care of me and helps me with my medications, doctor's appointments, housework and cooking. I like Diana, she is very nice and a good cook too. She makes some of the best Mexican food I have ever tasted!"

~Irene of Rialto (Consumer)
~Diana (Provider)



"I could not get along without Yvetta. I am crippled and can hardly walk. She's wonderful and takes charge of what she's doing. She has no faults. She helps me walk, and get in and out of the car and makes sure I don't fall."

~Georgia of Hesperia (Consumer)
~Yvetta (Provider)



"With Andy's help I am able to get out of bed and go different places. Andy is willing to work around my schedule and that is important to me. He's flexible."

~Donald of Hesperia (Consumer)
~Andy (Provider)

December 14, 2006

14390 La Paz Dr. #33
Victorville, CA 92395



Myette Christian,

I want to tell you about my provider Ana Ortiz, She has been with me since July 2005. She is always so kind, pleasant, patient, and helpful. She stays the same always calm even when sometimes changes occur for her or me.

She has never missed a day coming in all this time; when she is scheduled to come. She does so many things for me above and beyond the ordinary. She is very dedicated and has helped me so much in many ways.

It is a pleasure to have her, and I look forward to her days with me and all her help. She is truly a good provider and friend

Geneve Told

Happy Holiday from IHSS Public Authority





Registry Summary

WARNING LETTERS AND PROVIDER REMOVAL FROM THE REGISTRY

In the last two newsletters, we published information for both Clients and Providers to understand the Registry removal policies for providers and to point out provider responsibilities.

Registry Staff occasionally receive complaints from clients and IHSS Social Workers regarding Registry Providers. The complaints range from providers not returning calls to clients, to quitting jobs without notice and/or being rude and discourteous to clients, registry staff and/or IHSS Social Workers. In an effort to minimize these complaints and to follow the policies set forth in the Public Authority Provider Handbook, Registry Staff will closely monitor providers from the referral/interview process through hire by an IHSS client. Providers are held responsible for knowing our Removal Policies and what results in a Warning Letter. Reasons that a provider can be sent a warning letter include, but are not limited to:

- Failure to return Registry Staff calls in a timely manner
- Failure to return Client's calls in a timely manner
- Failure to show up for set interview appointments with clients
- Being late for work without notice or cause
- Discourtesy towards recipients or their representatives, the Public Authority staff or IHSS staff and Social Workers
- Failure to update Registry files/Return Provider Update Card
- Quitting Registry assignment (without good cause) without a two week notice.
- Refusal or non performance of requested authorized agreed task

A provider can accumulate two warning letters and still be in the registry, but a third incident will result in a letter of immediate termination.

Registry Stats

From Sept 1, 2006 – Oct. 27, 2006

New Clients to the Registry	127	New Provider Applications received	68
Total # of Hires	169	Available providers	1275

PROVIDER APPLICATIONS

The Public Authority Registry is not accepting applications for most areas until after January 29, 2007.

Currently, you must live in one of the following cities in order to apply to the registry. If you do not live in one of these areas the application will be returned to you. The areas that are open are as follow:

- Phelan
- Pinon Hills
- Helendale
- Oro Grande
- Ludlow
- Baker
- Hinkely
- Needles
- Havasu Lake
- Big River
- Earp
- Nipton
- Angelus Oaks
- Arrowbear Lake
- Big Bear City/Lake
- Blue Jay
- Cedar Glen
- Cedar Pines Park
- Crestline
- Fawskin
- Forest Fall
- Green Valley Lake
- Joshua Tree
- Lake Arrowhead
- Landers
- Morongo Valley
- Rim Forest
- Running Springs
- Sugarloaf
- Twenty Nine Palms
- Twin Peaks
- Valley of Enchantment
- Wonder Valley
- Yucca Valley
- Wrightwood

New Staff



Sean Jara – Sean comes to us from State Compensation Insurance Fund. Sean will be part of the management team and one of his main responsibilities will be to oversee the provider benefits unit with the Public Authority. The benefits unit serves countywide providers. Sean will be stationed in the San Bernardino office.



Suzanne Wells – Suzanne is new to the county and the Public Authority. She has over 8 years of customer service training experience. She is stationed in the San Bernardino office and will be part of the Training unit serving the entire county.

An Easy and Fun Recipe for the Gift Giving Season!

Chocolate Chip Cookie Mix In A Jar

Ingredients:

- 1 3/4 cups all-purpose flour
- 3/4 teaspoon baking soda
- 3/4 teaspoon salt
- 1 1/2 cups (9 ounces) NESTLÉ® TOLL HOUSE® Semi-Sweet Chocolate Morsels
- 3/4 cup packed brown sugar
- 1/2 cup granulated sugar

Directions:

COMBINE flour, baking soda and salt in small bowl. Place flour mixture in 1-quart jar. Layer remaining ingredients in order listed above, pressing firmly after each layer. Seal with lid and decorate with fabric and ribbon.

RECIPE TO ATTACH:

PREHEAT oven to 375° F. Beat 3/4 cup (1 1/2 sticks) softened butter or margarine, 1 large egg and 3/4 teaspoon vanilla extract in large mixer bowl until blended. Add cookie mix and 1/2 cup chopped nuts (optional); mix well, breaking up any clumps. Drop by rounded tablespoon onto ungreased baking sheets. Bake for 9 to 11 minutes or until golden brown. Cool on baking sheets for 2 minutes; remove to wire racks to cool completely. Makes about 2 dozen cookies.

IEHP invites you to explore our new online Resource Center

Our new online resource center highlights our disability initiatives and accessibility issues related to health care. The HEALTH section comprises our disability initiatives, organized according to our principal tenets -- Healthy Living, Education & outreach, Access to care, Leading the way, Training our team and providers, and Health care with heart. ADA & Beyond focuses on breaking down barriers to ensure access to care for people with diverse disabilities.

The following link takes you directly to the resource center:

<http://ww2.iehp.org/IEHP/Who+We+Are/Resource+Center/>

Or, from our homepage www.iehp.org, use the left navigation to choose Who We Are, then Resource Center.





Advertisement

Do you need a private care provider? If so, here's a list of providers who are from the Public Authority Registry that are also available for private pay services. The client makes payment arrangements directly with the provider. The Public Authority does not refer providers for private pay and therefore is not responsible if you choose to hire them. If you choose to hire them privately

San Bernardino Area

- Renee Butler
Home (909) 882-2112
Msg (909) 883-5321
- Trishine Lockett
Home (909) 636-5454
Cell (909) 910-5975
- Roma Murphy
Cell (909) 644-2834
- Gloria Pryor
(909) 770-0132 or
(909) 888-2955

Victorville Area

- Irma Gomez
(760) 530-1382 or
(760) 900-1232
- Lisa Patterson
(760) 680-6767
- Brenda Ramirez
(760) 245-7653
- Venea Tunstell
(760) 949-7177
- Deborah L Teague
(760) 955-2118
- Penny Bailey
(760) 948-0370
- Maria Ibarra
(760) 956-8475
- Amalia Aguilar
(760) 247-7829
- Lidia Castro
(760) 843-0348

Barstow Area

- Stephanie Donisco
(760) 253-5436

Ontario Area

- Rhonda Vann (CNA)
Home (909) 428-1223
Cell (562) 505-7927

SAN BERNARDINO DIRECTORY

**Abandoned or
Dangerous Building/
Abandoned or
Inoperative Vehicle**
(909) 384-5205

**Broken/Burned Out
Street Light/ Missing/
Damaged Sewer or
Drain Cover**
(909) 384-5129

**Damaged Bus Shelter
or Concrete Bench**
1-800-966-6428

Dead Animal
(909) 384-1304

**Fallen Tree in Street/
Uncollected Trash**
909-384-5335

Graffiti
(909) 384-5250

**HI-CAP-Health
Insurance Counseling
and Advocacy Program**
1-800-434-0222

**Loud Noise/ Nuisance
Pay Phone/Nuisance
Bar/ Belligerent Person**
(909) 383-5311

Occupied Lot
(909) 384-5205

Open Fire Hydrant
(909) 384-5095

Overflowing Dumpster
(909) 384-5335

Pot Hole / Damaged
(909) 384-5045

Public Defenders
(909) 387-8373

Public Health
1-800-637-6280
1-800-722-4794

Rats
(909) 388-4600

**Suspected Arson
Emergency 9-1-1
Information**
(909) 384-5388

Vacant Lot
(909) 384-5100

Shopping Cart
1-800-252-4613

Street Traffic Problem
(909) 384-5245

Sidewalks
(909) 384-5045

**Senior Information &
Assistance**
1-800-510-2020

Senior Employment
(909) 891-3913

SEIU 434B
1-888-373-3018

**Trash/ Weeds/Sewer
Overflow or Flooded
Street or Clogged
Storm Drain**
(909) 384-5045

**Trash or Debris on
Private Property**
(909) 384-5205

**Tree Limb in Electric
Wire**
1-800-611-1911

United Way
#2-1-1

**Unsanitary Animal
Condition**
(909) 384-1304

Water Quality
(909) 384-5139

Water Service or Leaks
(909) 384-5141

Fraud Line
1-800-547-9540

PRSRT STD
U.S. POSTAGE

PAID

San Bernardino, CA
PERMIT No. 1677

600 N. Arrowhead Ave. STE 100
San Bernardino, CA. 92415-0034
Phone: (866) 985-6322
Fax: (909) 386-3071
TDD: (909)386-5080



IHSS Public Authority

600 N. Arrowhead Ave Ste 100 San
Bernardino, CA 92415-0034

TOLL FREE
1-866-985-6322

Phone:
909-386-5014

Fax:
909-386-3071

Email
nlozoya@hss.sbcounty.gov

Visit us @

<http://hss.co.san-bernardino.ca.us/PA/>